

# Job Title: TECHNICAL MANAGER V - INCIDENT MANAGEMENT AND COMMUNICATIONS SYSTEMS MANAGER - IPR#46518

**Agency :** Department of Transportation

**Closing Date/Time:** 05/05/2023

**Salary:** \$6,145-\$10,210 Monthly

**Job Type:** Salaried Full Time

**County:** Sangamon

**Number of Vacancies:** 1

**Plan/BU:** NR916 - Protech Teamsters

**\*This position is covered by the Revolving Door Prohibition Policy.**

**This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.**

**All applicants who want to be considered for this position MUST apply electronically through the [illinois.jobs2web.com](http://illinois.jobs2web.com) website. State of Illinois employees should click the link near the top left to apply through the **SuccessFactors** employee career portal.**

**Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.**

## **Agency Mission Statement**

The Illinois Department of Transportation is seeking to hire an Incident Management and Communications Systems Manager.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

## **Job Responsibilities**

This position develops long-term strategic planning related to both Station One operations and the Illinois Department of Transportation (IDOT) state-wide communications. This includes development, implementation, and instruction of current communications systems and policies and procedures, along with projecting long-term needs and associated options ensuring both Station One and the IDOT state-wide wireless communications

maintains a high level of communication capability. This position also serves as a central Bureau of Operations liaison to other state agencies and serves on appropriate state communications-related committees to ensure that the IDOT's best interests are represented on the State of Illinois' Communications Management Team.

Communications systems inventory: \$45 million

Communications operating budget: \$2 - \$3+ million annually

Central Communications Center operations: 24 hours daily, 7 days per week

This position reports directly to the Transportation Infrastructure Security Supervisor. Reporting to this position are the Operations Communications Center Manager and Communications Lead Technician.

This position functions in an environment of diverse demands from different functional areas involving support services. This position administers the statewide radio communications systems maintenance contracts and with assistance from the Transportation Infrastructure Security Supervisor, develops and implements programs to upgrade and enhance existing wireless systems, often in conjunction with other state agencies. This position is responsible for the 24-hour operation of the Communications Center and is available for calls related to staffing and technical functions of the Communications Center equipment during off hours. The incumbent also provides knowledge and expertise related to communications and electronics for intelligent transportation system (ITS) functions. The incumbent should have a strong knowledge of communications technology, including wireless telecommunication, and be well versed in procurement practices, Federal Communications Commission (FCC) regulations, the Illinois Procurement Act, and sound communications systems engineering practices.

Typical problems in this position include finding solutions for communications needs, resolving operational issues related to communications systems, and resolving personnel issues involving the unique demands and expectations of the central Communications Center staff. The greatest challenge is assessing the viability of wireless communications resources within the context of changing department operating trends and budget constraints and developing proposals and programs which ensure these resources effectively support department field operations.

### **(Job Responsibilities continued)**

The incumbent accomplishes accountabilities through the following staff:

Operations Communications Center Manager who is accountable for managing the Bureau of Operations liaison program and actively supporting and participating in emergency response functions. The incumbent performs, coordinates, and ensures operational and output functions of the department's central Communications Center are accomplished in an effective, reliable, and professional manner according to standard operating practices which results in meeting departmental objectives.

Communications Lead Technician who assists in the operation and maintenance of the IDOT's Starcom 21 wireless communications system. The communications equipment will include, but not be limited to, global positioning system/automatic vehicle locator (GPS/AVL) technology, wireless devices, phones, radios, and broadband equipment. The incumbent may also operate network analyzers, spectrum analyzers, power meters, and radio frequency (RF) generators. The incumbent is a technical professional working in a variety of communications environments where they are tasked with maintaining and ensuring that all communications systems function properly. The incumbent monitors, troubleshoots, and repairs complex communications equipment.

The incumbent is granted wide latitude to initiate actions as deemed appropriate and only refers matters of unique scope or controversy to the Transportation Infrastructure Security Supervisor. The incumbent is constrained by applicable departmental, state, and federal guidelines and regulations.

The incumbent is personally responsible for providing department managers and executives with responses to all communications related inquiries and all necessary reports and recommendations for the funding, purchase, and operation of wireless communications systems. The incumbent acts as a liaison for the central Bureau of Operations and the department. The incumbent supports homeland security and emergency functions at the department and the State Emergency Operations Center. The incumbent participates in drills, exercises, and training for homeland security and emergency functions; assists in the development of plans and procedures for meeting the department's emergency and disaster responsibilities; and assists in activities to carry out these functions. The incumbent serves as a State Emergency Operations Center liaison between the department and the Illinois Emergency Management Agency (IEMA). The incumbent actively supports and participates in

emergency response functions related to all nine of the IDOT districts, IEMA, and Illinois Terrorism Task Force. The incumbent develops and manages the central Communications Center procedures for the effective management of emergency communications, incident notifications, and distribution of necessary and appropriate information within the department and to the public.

### **(Job Responsibilities continued)**

Internally, the incumbent has frequent contact with the district offices, Office of Highways Project Implementation bureaus, Bureau of Business Services, Bureau of Budget and Fiscal Management, Bureau of Information Processing, and various high level central office personnel. Frequent external contacts include staff from the Department of Central Management Services, IEMA, and Illinois State Police. Other external contacts include staff from other state transportation departments, Federal Highway Administration (FHWA), American Association of State Highway Transportation Officials (AASHTO), Transportation Research Board (TRB), and American Public Works Association (APWA). Occasional statewide travel with overnight stays is required as well as 24-hour call availability.

The effectiveness of the incumbent is measured by the department's wireless communications resources; resultant productivity and efficiency of these items in field operations; accuracy and speed with which incidents, emergencies, homeland security issues, Amber Alerts, and routine support activities are processed through the Communications Center; and ability of the incumbent to effectively communicate issues and information related to his/her specialized areas of responsibility to department management for enhanced overall field operations.

### **Principal Accountabilities**

1. Develops long-term strategic planning related to both Station One operations and the IDOT state-wide communications.
2. Administers the funding, system development, and maintenance program associated with all department wireless/radio communications systems.
3. Ensures continuous 24 hours per day operations of the department's central Communications Center.
4. Provides technical support for technology and ITS deployment.
5. Resolves conflicts involving equipment purchase awards, suppliers, product support, communications system maintenance support, and central Communications Center emergency response requirements.
6. Serves as a member of the Office of Highways Project Implementation Disaster Control Group and as Bureau of Operations liaison.
7. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
8. Performs other duties as assigned.

### **Qualifications**

#### **Position Requirements**

- Education/Experience
  - Completion of a bachelor's degree in electronics engineering technology, strategic management, technology management, emergency management, homeland security, management, business, or communications plus three years of experience managing technology communications programs and/or projects, conducting communications management strategic planning, conducting technical communications project management, or a combination thereof; OR
  - Eleven years of experience managing technology communications programs and/or projects, conducting communications management strategic planning, conducting technical communications project management, or a combination thereof
- Valid driver's license
- Occasional statewide travel with overnight stays
- 24-hour on-call availability

#### **Position Desirables**

- Supervisory experience
- Electronics Technicians Association (ETA) Certification
- Cisco Certified Network Associate (CCNA) Certification
- Certifications in the Department of Homeland Security National Incident Management System (NIMS) courses to include: 100, 200, 300, 400, 700 and 800
- Working knowledge of communication center operations
- Working knowledge in emergency management planning, policies, and procedures

**Work Hours:** 8:00 A.M. - 4:30 P.M. Monday-Friday

**Work Location:** 2300 S Dirksen Pkwy Springfield, IL 62764-0001

**Agency Contact:** [DOT.CONTACTHR@ILLINOIS.GOV](mailto:DOT.CONTACTHR@ILLINOIS.GOV)

**Office:** Office of Highways Project Implementation/Bureau of Operations

**Job Family:** Transportation; Leadership & Management

## **APPLICATION INSTRUCTIONS**

Use the “Apply” button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon.

Non-State employees should log in on the using the “View Profile” link in the top right of the [Illinois.jobs2web.com](http://Illinois.jobs2web.com) homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the [career portal](#) for State employees and review the [Internal Candidate Application Job Aid](#)

Non-State employees: on [Illinois.jobs2web.com](http://Illinois.jobs2web.com) – click “Application Procedures” in the footer of every page of the website.

The main form of communication will be through email. Please check your “junk mail”, “spam”, or “other” folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- [donotreply@SIL-P1.ns2cloud.com](mailto:donotreply@SIL-P1.ns2cloud.com)
- [systems@SIL-P1.ns2cloud.com](mailto:systems@SIL-P1.ns2cloud.com)